

Exhibit D

MANAGERIAL AND TECHNICAL RESOURCES

As a reseller, the Company's technical ability is reliant upon its underlying carrier(s). All underlying carriers utilized by the Company are certified with the Commission and have proven their technical capability. The Company will utilize the underlying service of Qwest and Global Crossing.

The Company has adequate managerial resources to provide the services requested in this Application as evidenced by the profiles attached hereto.

Kathryn A. Hoekstra

Summary of Experience

- Supervision of department staff
- Capital planning
- Project, system, and vendor management

2001 to present **Reunion Communications, Inc., LaGrange, Illinois**
Provider of toll control services to the IXC wholesale market

2000 to 2001 **First Choice America Telecommunications**
Provider of prepaid dial tone and related telecommunications products to the consumer market

Manager, Technical Service Responsible for successful technical and operational implementation of Homisco VANX and integration of McLeodUSA network services.

1996 to 1999 **Trans Union LLC, Chicago, Illinois**
International Credit Reporting company

Manager, PBX/Voice Services Responsible for voice telecommunications services nationwide, including call detail recording, directory, local and long distance network services, cellular, and call center services in addition to traditional PBX and voice mail systems.

- Relocated several locations and assisted in infrastructure design, system upgrades or new system selections; implementations in new and existing construction.
- Upgraded call detail recording methods to insure greater accuracy and quicker customer response time.
- Provided recommendations for new 500-agent call center integrating the resources of long distance carrier, PBX provider and call center software manufacturer.
- Consolidated maintenance contracts to insure universal level of service and standardized pricing.
- Implemented new network services where appropriate to achieve cost savings for locations in all regions.

1973 to **Material Service Corporation, Chicago, Illinois**
1996 *Leading manufacturer of diversified building materials to the construction industry*

1993 to **Senior Telecommunications Specialist, Data System Services**
1996 **Department**
Responsible for all aspects of telecommunications network services and systems including ROLM 9000, 9751, 9200 and PhoneMail Release 5.3; AT&T System 25, Merlin II and Merlin Plus, Centrex and various electronic and IA2 key systems.

1991 to **Department Manager**
1993 Responsible for all aspects of telecommunications systems and projects including contract negotiation, design, planning, budget, implementation and supervision of telecommunications staff. Department eliminated due to downsizing; responsibility transferred to Data System Services Department.

1973 to **Coordinator**
1991 Responsible for management of telecommunications systems and projects, including design, planning, implementation, user training, and maintenance.

Also provided support to the Office Services and Facilities departments for facility management, furniture, records, forms design, supplies, printing and mail services.

PROFESSIONAL MEMBERSHIPS

Chicago Industrial Communications Association (**CICA**); officer positions and Board of Directors, 1991 to Present

Midwest & National ROLM Users Group, 1994 to 1999

Village Party of LaGrange, Treasurer, 2001